

Stay Safe

THIS HURRICANE SEASON



- How to prepare
- Where to get help
- For more energy safety information, visit:
 - tampaelectric.com/stormcenter
 - peoplesgas.com/stormsafety

To help you and your family prepare for hurricane season, keep this booklet handy. Share it with all members of your household, so you will all know what to do when stormy weather comes our way.

You may not have much warning. The better you plan, the better off you and your family will be when a storm hits.

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Always practice safety with electricity

As we make safety our top priority, we ask that you do the same. This means planning for severe weather as soon as possible. In addition, before and during hurricane season, we advise residents to follow these electrical safety guidelines:

- **Stay away from downed power lines**
Always assume that a downed power line is energized. Move and stay a safe distance away and call **911** or Tampa Electric at **877-588-1010**.
- **Never go near a downed wire**
While some energized wires spark and snap, others may not appear dangerous. Avoid any metal objects making contact with a live wire. A wire fence, metal signpost or railroad track touching an energized wire can conduct hazardous electricity a long distance.
- **Stay out of floodwaters**
Floodwaters can hide energized power lines or electrical equipment and other hazards, or put you at risk of drowning. Submerged electrical equipment can be extremely dangerous.
- **Caution: Use portable generators safely**
DO NOT connect your portable generator to your home's circuits. Plug your appliances directly into the generator. **Connecting your generator to your home's circuits may cause power to flow to outside lines, posing life-threatening danger to power restoration crews.** Also, portable generators must NOT be operated near air conditioning ducts or in residences or any enclosed space (including an open or closed garage), where deadly carbon monoxide gases could build up.



- **Practice safety if water enters your home**
Before water enters your home, turn off your electricity at the fuse or circuit-breaker box by throwing the master switch. If there is no master switch, turn all the breakers OFF or carefully unscrew each fuse.

Never use an electrical appliance while standing on a wet floor. It can give you a severe or even fatal shock.

If an electrical appliance gets wet, turn OFF the power supply to it and then disconnect the appliance. It should be inspected before being plugged in again. If this causes the fuse to blow, unplug the appliance.
- **Use caution when driving in a storm**
If a power line falls on your car, always assume it is energized or "hot." Even if there seems to be no immediate danger of fire, do NOT attempt to get out of your vehicle. Call for help, if possible, while still in your car. If help is not available, try driving your car away from the power line, allowing it to slide off.
If fire or injury means that you must leave the car, do not touch any part of the car while setting foot on the ground. Jump clear of the vehicle with both feet, making sure you don't touch the car or the energized hot wire.

Visit tampaelectric.com/stormcenter for additional safety tips.



Report an outage by using any of these convenient options:

- Log into tecoaccount.com, and report your outage with one click.
- Report your outage online at tampaelectric.com/outage using your phone number or account number.
- *Text **OUT** to **27079**.
- Call **877-588-1010**.

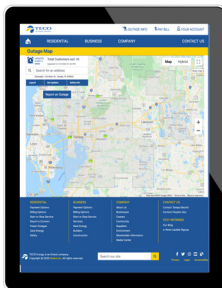
**For new registrations, please have your 12-digit account number and 5-digit zip code available.*

Write down your 12-digit Tampa Electric account number for future reference:

Add 'TECO Outage' as a contact in your phone and save the number **877-588-1010**, the text number **27079** and most importantly, add your 12-digit account number in the notes section.

Get the latest updates about the status of your electric service by using one of these convenient options:

- Visit our **Outage Map** at tecoaccount.com or tampaelectric.com/outagemap to track outages in your neighborhood. This handy tool updates every five minutes to show you the size and location of outages and estimated restoration times.
- *Text **UPDATE** to **27079**.
- Sign up for free **Outage Notifications** through tecoaccount.com. When you sign up, you can let us know how you'd like us to contact you. You can receive texts, emails and/or phone calls regarding your service and other important information.



Visit tampaelectric.com/stormcenter to learn more.

After severe storms, Tampa Electric crews are available 24 hours a day to provide quick and reliable service – as soon as it is safe to do so.

We're here 24/7 to respond to natural gas emergencies

If you suspect a natural gas leak, immediately move to safety - 300 feet or about the length of a football field - and call **911** then call us at **877-832-6747 (877-TECO-PGS)**.

Write down your 12-digit Peoples Gas account number for future reference:

It's a good idea to add Peoples Gas as a contact in your phone and include your account number in the notes section.

IMPORTANT: Natural gas leaks are given the utmost priority. Do not email this information. Call us immediately.

Visit peoplesgas.com/safety to learn more.



Take precautions with gas appliances

It is not necessary to turn off your natural gas service. If you are required to evacuate your home or business, your gas service should operate uninterrupted throughout the storm.

If you evacuate your home or business:

- DO NOT turn off your natural gas supply at the main meter. Only qualified emergency or utility personnel should turn the valve on or off.
- You can turn off the gas for individual appliances at the appliance valve near each unit if you choose. Most building codes require an appliance valve within six feet of each appliance.
- If you have a gas stove or cooktop, make sure the burners are OFF, and do not place anything on top of the burners.
- Difficulty relighting your pilot light? Customers can contact a qualified natural gas appliance dealer for help relighting the pilot lights on appliances after a valve shut off. Peoples Gas will provide a list of qualified dealers to help.

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Call before you dig.

After severe weather, your yard may sustain damage from fallen trees. Remember to call **811** to have underground utilities marked for free before you dig up tree roots. Calling two business days before digging gives utilities enough time to mark your yard with flags or paint, making it easier for you to dig safely.

If you suspect a broken pipeline or smell natural gas (odor of rotten eggs) after a severe storm, call **911** then call us at **877-832-6747**.



Know the difference



A **hurricane watch** is issued 48 hours in advance of the anticipated onset of hazardous weather and tropical-storm-force winds. It is an announcement that hurricane conditions are **possible** within the specified area.

A **hurricane warning** requires immediate attention! Warnings are issued 36 hours in advance of the anticipated onset of tropical-storm-force winds. It is an announcement that hurricane conditions are **expected** within the specified area.



Action: During a hurricane watch, complete your storm preparations. Evacuate the threatened area as directed by local officials.

Know the 3 Ps: **Plan**, **Prepare** and **Practice**

Plan: Make a plan that helps you prepare yourself and your family for any disaster. Families can make emergencies less stressful by preparing in advance and working together as a team. You can learn how to build your own family plan, as well as a business plan, at ready.gov.

Prepare: During hurricane season, keep essential provisions in an emergency kit, to include:

- Copy of photo ID
- Batteries
- First-aid kit
- Bottled water
- Flashlights
- Battery-powered radio
- Spare cash
- Emergency contact Information
- Medications
- Can opener
- Canned goods

Refer to your plan for further items you might need in an emergency kit.



Practice: Have regular household meetings to review your emergency plans, communication plans and meeting place after a disaster, and then practice, just like you would a fire drill.

Be alert for warning announcements

- Keep in touch with weather reports on the radio, television and online.
- Know where your evacuation shelter is located.
- Make sure your vehicle is full of fuel. Double-check that you have water, blankets and a first aid kit.
- Cover or shutter home windows to protect against broken glass.
- Clean the bathtub and fill it with water; fill other containers with water for drinking.
- Tie down all loose items in your yard (lawn furniture, garbage cans, etc.) or place them inside a house or garage.



Special needs assistance

Assistance is available to those with special needs, primarily during storm-related emergencies. Emergency authorities can assist you with locating and transportation to shelters during emergencies.

The state of Florida, in coordination with each local emergency management agency, has developed a Special Needs Registry to help provide first responders with valuable information regarding your special needs. All your information is kept confidential. Visit floridadisaster.org to learn more.

Don't forget your pets

There are a limited number of pet-friendly shelters available to the general population. Many animal hospitals, clinics and shelters will board pets during a hurricane, but such arrangements are on a first-come, first-served basis. The time to check with them is before an evacuation is ordered.

Refer to your local hurricane guide for a list of pet-friendly shelters.



Check evacuation zones

Know your evacuation zone and routes. Visit your county's emergency management website or pick up a copy of the local hurricane guide - available at most public locations.

If your area is evacuated:

- **Leave early** Authorities will tell you if you need to evacuate your home. If you wait too long, you could be blocked by flooded roads, toppled trees, fallen power lines or heavy traffic.
- **Before leaving** Lock your home and unplug electrical appliances (except for refrigerators and freezers, to preserve contents), and turn off natural gas at the appliance.
- **Follow instructions** Listen to local authorities.
- **Travel with care** Watch for washed-out roadways, downed trees, power lines, and fallen debris. Listen to the radio for important updated information.
- **Watch for flooding Turn Around, Don't Drown!**[®] The depth of the water is not always obvious. Never drive or walk into flood waters.

If your area is not evacuated:

- **Stay away from windows** Flying debris from high winds is dangerous.
- **Don't leave your home** Wait until it is safe to do so. Listen to the radio for instructions and weather reports.
- **Mobile Homes** If you are in a mobile home or temporary structure, move to a sturdier building.
- **Flood waters** If water is about to enter your home, turn off all electricity: place your main breaker(s) in the OFF position or carefully unscrew each fuse.
- **Loss of electricity** Keep your refrigerator or freezer doors closed to preserve food for as long as possible.
- **Tornadoes** Hurricanes can produce/spawn tornadoes. Stay away from windows and glass doors. Take shelter in an interior room, such as a bathroom or closet.

Our Commitment

As we enter hurricane season, TECO's comprehensive, year-round storm plan forms a cornerstone of our commitment to our customers, team members and the community. Companywide response drills, enhancements to customer service, and upgrades to our equipment are all part of our hurricane season preparations.



After severe weather, we're ready

When severe weather results in the temporary loss of electricity or natural gas, our plan helps us restore service as safely and quickly as possible. If necessary, we will request assistance from other utilities. During large-scale power outages, service is first restored to facilities critical to the overall health of the community, such as hospitals, fire and police stations, etc. Next, we focus on areas that will restore service to the most customers in the least amount of time.

To learn more, view the "Our Restoration Process" videos at:

- tampaelectric.com/stormcenter
- peoplesgas.com/stormsafety



Follow us and we'll keep you posted
Use our social media channels at:



Tampa Electric

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- youtube.com/tecoenergyinc
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Peoples Gas

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- peoplesgas.com/blog

The planning information contained in this brochure is provided solely as a guide for our customers. Tampa Electric and Peoples Gas assume no responsibility for the care or operation of the appliances, natural gas piping or electrical wiring in your home or business. We encourage you to seek the services of a licensed electrician/contractor or appliance retailer for more information.

